



# ERIE COUNTY PROMOTIONAL EXAM

Please refer to our internet address at: [www.erie.gov](http://www.erie.gov)

A NON-REFUNDABLE \$20.00 PROCESSING FEE MUST ACCOMPANY EACH APPLICATION  
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)

## EMPLOYMENT COUNSELOR

NO. 70-578

### DEPARTMENT OF SOCIAL SERVICES

**\$35,287- \$46,378**

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF DEPARTMENT OF SOCIAL SERVICES. There are ten anticipated vacancies at Department of Social Services. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

**QUALIFYING EXPERIENCE FOR TAKING THE TEST:** Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 12 months immediately preceding the date of the written test in Job Grade 6, 7 or 8 plus meet the following open competitive qualifications:

Graduation from a recognized college or university with a Bachelor's degree, and one year of satisfactory full time paid experience in either educational or vocational guidance or employment interviewing, employment counseling or employment placement work; and either:

- A) One additional year of satisfactory experience as described above; or
- B) Satisfactory completion of 30 graduate semester hours with specialization in guidance or counseling; or
- C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

**SPECIAL REQUIREMENT:** Possession of a New York State Driver's License at time of appointment.

**NOTES:** 1. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements. 2. Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. A grade of "D" or better is necessary for a course to be credited as successfully completed. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.

**DUTIES:** An *Employment Counselor* counsels Social Services applicants and recipients regarding their employability and placing them in private employment, training programs, or work relief projects; counsels client concerning educational background, skills, physical capacities and attitudes for the determining of employment possibilities and the need for educational or vocational training; ascertains qualifications of applicants and compares with requirements of available positions; referring clients having the necessary qualifications to prospective employers; refers clients to appropriate training programs and serves as liaison to training providers; counsels clients to obtain and continue in suitable employment by discussing with them the correction of personal habits and attitudes that may affect their work and goal setting; counsels client in overcoming barriers to employment; determines specific areas for concentration of efforts to develop placement possibilities, personally engaging in interview with prospective employers; establishes and maintains contact with major industrial employers for the purpose of developing placement sources; advises caseworker of persons who have not complied with placement procedures and works with caseworker regarding a specific adjustment problem which client may have; conducts correspondence and prepares reports; serves as department consultant on employment; maintains placement files; evaluates training programs and client's progress; evaluates non-compliance sanctions relating to employability; verifies eligibility to participate in various employment programs; may facilitate classroom training of work seeking clients in all aspects related to a job search and subsequent retention of that newly found employment.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)

**VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS. (See application for more information.)**

**NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE  
NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.**

EXAMINATION DATE  
**DECEMBER 1, 2012**

SEE  
REVERSE  
SIDE

APPLICATIONS MUST BE  
POSTMARKED BY  
**OCTOBER 31, 2012**

**SUBJECTS OF EXAMINATION:** The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **ACQUIRING AND MAINTAINING EMPLOYMENT:** These questions test for knowledge and skills needed to help clients acquire and maintain employment. Questions may cover such topics as helping clients develop skills in locating job openings, preparing resumes, completing employment applications, and interviewing for jobs; assessing client needs; developing employment plans; matching clients with job opportunities based on client skills, interests, and experience; and working with employers to develop new job placements and to recruit qualified candidates.
2. **INTERVIEWING:** These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.
3. **PREPARING WRITTEN MATERIAL:** These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
4. **PRINCIPLES AND PRACTICES OF EMPLOYMENT COUNSELING:** These questions test for knowledge and understanding of principles, practices, and techniques of employment counseling in individual and group settings. Questions may cover such topics as assessing customers' job-related skills and abilities; utilizing vocational tests; matching customers with appropriate training and employment opportunities; matching customers with special incentive programs; assisting customers to develop job search skills and career plans; working with customers and employers to develop appropriate job opportunities; utilizing public employment service programs; applying department policies and program knowledge to counseling and working with special applicant groups; and establishing, maintaining, and terminating the customer-counselor relationship.

**NOTICE TO CANDIDATES:** Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

**NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)**  
**(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)**

**INFORMATION FOR PROMOTION CANDIDATES**

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

**RATINGS REQUIRED:** Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows:

Seniority: For each year of service in the classified service:

- Less than 1 year.....0 points
- 1 year up to 6 years.....1 point
- Over 6 years up to 11 years.....2 points
- Over 11 years up to 16 years.....3 points
- Over 16 years up to 21 years.....4 points
- Over 21 years.....5 points

**VETERANS:** Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than **two weeks** before the test date, so they can make arrangements for taking all tests at one test site. **\*\*For this exam, please complete and submit an Erie County EXAMS CROSS-FILER Form with your Erie County exam application to alert Erie County Civil Service about your additional exams being held at other locations on the same day.\*\*** The Cross-Filer Form is found online at: [www2.erie.gov/employment/index.php?q=applications](http://www2.erie.gov/employment/index.php?q=applications) or call (716) 858-8484. All examinations for positions in State government will be held at a State examination center. You will be advised by letter when and where to report for your examinations. Candidates with two or more exams on the same day are allowed a maximum of 8 hours or the total of the series time allowances-- whichever is less.

**MILITARY STATUS:** Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

**ADMISSION TO EXAMINATION:** Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

**SPECIAL ARRANGEMENTS:** Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

**TRAINING AND EXPERIENCE:** If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

**ELIGIBILITY FOR EXAMINATION:** You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

**NOTICE:** Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

**APPLICATION FORMS:** You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

**\*\*IMPORTANT APPLICATION FEE – READ CAREFULLY\*\***

A \$20 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.